

DEVCO CORPORATION RETURN POLICY 2011

ACCEPTED RETURNS MUST BE RECEIVED 30 DAYS FROM DATE OF ORDER. NOT ALL PARTS / ORDERS ARE RETURNABLE. ALL ACCEPTED RETURNS WITH PRIOR NOTICE ARE SUBJECT TO A MINIMUM TWENTY-FIVE PERCENT (25%) RESTOCK CHARGE.

ALL COMMUNICATION REGARDING RETURNS, INCLUDING REQUESTS FOR RETURN AUTHORIZATION, MUST BE DONE BY EMAIL. ALL EMAILS MUST BE SENT TO returns@devcocorp.com. ACCEPTED RETURNS WITH AUTHORIZATION NUMBER GIVEN BY DEVCO CORPORATION ONLY WILL BE ACCEPTED AND PROCESSED. ALL RETURNS SENT BACK WITHOUT PRIOR NOTICE AND AUTHORIZATION NUMBER WILL BE RETURNED TO CUSTOMER AND CHARGED A TWENTY-FIVE DOLLAR (\$25.00) FEE ALONG WITH ALL FREIGHT CHARGES INCURRED IN RETURNING ITEM(S) TO CUSTOMER.

ACCEPTED RETURNS ARE EVALUATED TO DETERMINE STATUS AND FURTHER COURSE OF ACTION. ITEMS BEING RETURNED FOR WARRANTY OR DAMAGE (NON-WARRANTY) WILL BE EVALUATED WITHIN 15 DAYS OF RETURN. ALL OTHER RETURNS WILL BE EVALUATED WITHIN 30 DAYS OF RETURN.

ACCEPTED RETURNS NOT FOR WARRANTY OR DAMAGE (NON-WARRANTY) RECEIVING CREDIT WILL BE CREDITED TO CUSTOMERS ACCOUNT (OPEN CREDITS) LESS ANY RESTOCK, FREIGHT CHARGES, OR MISC FEES. ANY FEES INCURRED WILL BE EXPLAINED TO CUSTOMER PRIOR TO FINALIZING THE RETURN AND CREDIT. RETURNS FOR DAMAGE (NON-WARRANTY) OR WARRANTY WILL BE CREDITED BASED UPON EVALUATION OF THE RETURNED ITEM(S).

ITEMS RETURNED FOR WARRANTY WILL BE REPAIRED OR REPLACED AND SENT BACK TO CUSTOMER. CUSTOMER WILL RECEIVE NOTICE OF FEES FOR REPAIR OF ITEMS RETURNED FOR DAMAGE (NON-WARRANTY). IF DAMAGED ITEM IS NOT REPAIRABLE THE CUSTOMER WILL RECEIVE NOTICE. NOT ALL ITEMS MAY BE SENT BACK FOR REPAIRS.

DEVCO CORPORATION MAY REQUIRE PROOF OF DELIVERY FOR ANY ACCEPTED RETURNED ITEM SENT BACK FOR RETURN. ACCEPTED RETURNED ITEMS LOST IN TRANSIT TO DEVCO CORPORATION WILL NOT RECEIVE CREDIT.

DEVCO CORPORATION IS NOT RESPONSIBLE FOR RETURNED ITEMS DAMAGED DURING TRANSIT BACK TO RETURN SITE. CUSTOMER WILL BE CREDITED FOR THE RETURNED ITEM LESS ANY COSTS INCURRED IN FIXING OR REPAIRING THE DAMAGED ITEM. ITEMS DAMAGED BUT NOT REPAIRABLE WILL NOT BE CREDITED AND THE ITEM(S) WILL BE RETURNED TO CUSTOMER.

CUSTOMER RECEIVING CREDIT (OPEN CREDIT) CAN APPLY THIS CREDIT (OPEN CREDIT) TO ANY OPEN INVOICE OR FUTURE INVOICE. CUSTOMERS WILL NOT RECEIVE A REFUND CHECK, CASH, OR CREDIT TO CREDIT CARD FOR CREDITS (OPEN CREDITS) ISSUED BUT NOT USED.

CUSTOMERS WITH SPECIFIC QUESTIONS PERTAINING TO THE RETURN POLICY OF DEVCO CORPORATION CAN CALL (800) 323-3826.